



The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Public Health
Division of Health Care Facility Licensure and
Certification
99 Chauncy Street, Boston, MA 02111

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**Long Term Care Facilities
Electronic Transmission of Correspondence
ListServ Sign Up Instructions**

In order to implement Listserv, each facility must subscribe to the service. Please choose two people to receive communications; one of whom should be the facility Administrator and the other should be a backup manager. To subscribe,

Each person must send an email with no text and only the subject line "LTC Listserv" to:

Subscribe-dph_ltc@listserv.state.ma.us

Once submitted, Listserv automatically enters your email addresses onto a distribution list. You will receive a confirmation from Listserv once your names have been entered.

Your facility will be responsible for keeping your email addresses, administrator and back-up manager names current. If there is a change in personnel or email address(es), please do the following to ensure a seamless transition:

1. The person leaving must send an email with no text and only the subject line "LTC Listserv Change" to:

Leave-dph_ltc@listserv.state.ma.us

2. The replacement must send an email with no text and only the subject line "LTC Listserv Replacement" to:

Subscribe-dph_ltc@listserv.state.ma.us

You will receive a confirmation once each task has been done.

Your facility should subscribe to Listserv no later than **February 6, 2012**. From that point forward, communications will originate from “donotreply.state.ma.us”.

If you have any questions, please email them to **DPH.DHCQ@massmail.state.ma.us** with the subject line LTC Listserv and they will be answered promptly.

Circular letters will also continue to be posted on the Division of Healthcare Quality website www.mass.gov/dph/dhcq